



CHIP Customer Satisfaction Survey Results

241 surveys returned.

- 1) In the last 12 months, did you make any appointments with a doctor or other health care provider for regular or routine health care for your child?**

Yes 92% (222) No 8% (19)

- 2) Have you called the CHIP Family Health Line (1-877-KidsNow / 1-877-543-7669) for information or assistance?**

Yes 32% (77) No 68% (162) *(3 respondents did not answer)*

If yes, was the person you talked to helpful? Yes 100% (71) No 0% (0)

(6 respondents did not answer)

- 3) Have you visited the CHIP website (www.chip.mt.gov)?**

Yes 16% (37) No 84% (196) *(8 respondents did not answer)*

If yes, was the website helpful? Yes 95% (20) No 5% (1)

(16 respondents did not answer)

- 4) Did you find the CHIP application easy to fill out?**

Yes 98% (236) No 2% (4)

(1 respondent did not answer)

- 5) Would you recommend CHIP to a friend or family member?**

Yes >99% (237) No <1% (1)

(3 respondents did not answer)